Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
S1	86	mcsherry.in.	US-PGPUB; USPAT	OR	ON	2004/10/28 08:01
S2	1176	help adj desk	US-PGPUB; USPAT	OR	ON	2004/10/26 11:32
S4	152	S2 and @py<="2000"	US-PGPUB; USPAT	OR	ON	2004/10/26 13:30
S5	971	knowledge adj management	US-PGPUB; USPAT	OR	ON	2004/10/26 11:33
S7	3786	call adj center	US-PGPUB; USPAT	OR	ON	2004/10/26 11:33
S9	1	(hr (human adj resource)) adj (online internet)	US-PGPUB; USPAT	OR	ON	2004/10/26 11:36
S10	17	(law legal) adj (online internet)	US-PGPUB; USPAT	OR	ON	2004/10/26 11:38
S11	62	pre adj paid adj services	US-PGPUB; USPAT	OR	ON	2004/10/26 11:38
S12	971	knowledge adj management	US-PGPUB; USPAT	OR	ON	2004/10/26 13:25
S13	71	S12 and @py<="2000"	US-PGPUB; USPAT	OR	ON	2004/10/26 13:25
S14	3786	call adj center	US-PGPUB; USPAT	OR	ON	2004/10/26 13:30
S15	493	S14 and @py<="2000"	US-PGPUB; USPAT	OR	ON	2004/10/26 13:30
S16	0	S13 and S15	US-PGPUB; USPAT	OR	ON	2004/10/26 13:53
S17	166	professional same service same provider same network	US-PGPUB; USPAT	OR	ON	2004/10/26 13:53
S18	8	("5664115" | "5878416" | "5940812" | "5974406" | "6061681" | "6216132" | "6272467" | "6311178").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 13:57
S19	4151	business same service same provider same (marketplace network internet)	US-PGPUB; USPAT	OR	ON	2004/10/26 14:10
S20	220	S19 and @py<"2000"	US-PGPUB; USPAT	OR	ON	2004/10/26 14:10
S21	6	("5230052" | "5245615" | "5390324" | "5444850" | "5455933" | "5596711").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:16
S22	3	help adj ticket	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:16

S23	9	("5742762" | "5908469" | "5968116" | "5996010" | "5999179" | "6006333" | "6044465" | "6088515" | "6145001").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:18
S24	8	remedy.as.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:19
S25	0	ehelpdesk	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:19
S26	0	e adj help adj desk	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:20
S27	0	e adj Human adj Resources	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:21
S28	0	administaff.as.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:21
S29	4	human adj resources adj outsourc$6	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 14:22
S30	1	("58983369" "5806043").pn.	US-PGPUB; USPAT	OR	ON	2004/10/26 14:53
S31	2	("5983369" "5806043").pn.	US-PGPUB; USPAT	OR	ON	2004/10/26 15:05
S32	899	decision adj support adj system	US-PGPUB; USPAT	OR	ON	2004/10/26 15:05
S33	251	S32 and @py<="2000"	US-PGPUB; USPAT	OR	ON	2004/10/26 15:05
S34	3786	call adj center	US-PGPUB; USPAT	OR	ON	2004/10/26 15:18
S35	493	S34 and @py<="2000"	US-PGPUB; USPAT	OR	ON	2004/10/26 15:18
S36	6	("5455903" | "5463682" | "5621789" | "5754636" | "5898772" | "5923737").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 16:08
S37	958	customer adj relationship adj manage$6	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 16:08
S38	3	S37 and @py<="2000"	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 16:09
S39	246	S37 and @py<="2002"	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 16:09

S40	25	S37 and @py<="2001"	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 16:10
S41	46	siebel.as.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/26 16:10
S42	145	sales adj force adj automation	US-PGPUB; USPAT	OR	ON	2004/10/28 08:01
S43	18	("4359631" | "4553206" | "4670798" | "4706212" | "4775935" | "4863384" | "4899292" | "4899299" | "4905094" | "4992939" | "4992940" | "5053956" | "5056029" | "5072536" | "5099422" | "5117354" | "5212634" | "5241464").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/28 08:07
S44	32	referral adj network	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/28 08:07
S45	0	("2002/0111856").URPN.	USPAT	OR	ON	2004/10/28 08:17
S46	3	("5832497" | "5963951" | "6108493").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/28 08:17
S47	1	("6457005").URPN.	USPAT	OR	ON	2004/10/28 08:17
S48	4	("5214745" | "5515477" | "5930764" | "5970064").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/28 08:18
S49	14	("6236977").URPN.	USPAT	OR	ON	2004/10/28 08:18
S50	34	("20010013005" | "20010032195" | "5063506" | "5237495" | "5406477" | "5461699" | "5630070" | "5638519" | "5740238" | "5754639" | "5787437" | "5793632" | "5799286" | "5845270" | "5854746" | "5915012" | "5930764" | "5937051" | "5970476" | "5999617" | "6006196" | "6038537" | "6044144" | "6044357" | "6058375" | "6078893" | "6125355" | "6151582" | "6175824" | "6236977" | "6249770" | "6308162" | "6320951" | "6522743").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2004/10/28 08:19

S51	61	(US-20010032091-$ or US-20020022982-$ or US-20020038233-$ or US-20020111856-$ or US-20020120477-$ or US-20020128891-$ or US-20030046169-$ or US-20030055691-$ or US-20030236679-$ or US-20040019579-$).did. or (US-4987587-$ or US-5181239-$ or US-5247569-$ or US-5301314-$ or US-5355406-$ or US-5355445-$ or US-5402474-$ or US-5444823-$ or US-5471382-$ or US-5479487-$ or US-5481647-$ or US-5499291-$ or US-5581664-$ or US-5584025-$ or US-5625682-$ or US-5652791-$ or US-5655116-$ or US-5675637-$ or US-5701399-$ or US-5737726-$ or US-5761673-$ or US-5764923-$ or US-5778367-$ or US-5884032-$ or US-5887170-$ or US-5892909-$). did. or (US-5901214-$ or US-5907831-$ or US-5909679-$ or US-5924072-$ or US-5930764-$ or US-5946386-$ or US-5954798-$ or US-6012050-$ or US-6014647-$ or US-6014658-$ or US-6061681-$ or US-6064986-$ or US-6067525-$ or US-6070143-$ or US-6075851-$ or US-6098061-$ or US-6100891-$ or US-6115709-$ or US-6169534-$ or US-6236977-$ or US-6272467-$ or US-6289378-$ or US-6327570-$ or US-6457005-$ or US-6470338-$). did.	US-PGPUB; USPAT	OR	ON	2005/06/02 07:33
S52	20	S51 and ((live adj support) (professional advice))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 07:34
S53	3	S51 and ((live adj support) (professional adj advice))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 07:36
S54	2895	((live adj support) (professional adj advice))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 07:36
S55	435	S54 and (internet web)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 07:37
S56	195	S55 and (legal insurance health (human adj resource))	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 07:38

scan

S57	30	S56 not (life adj support)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 07:39
S58	130	("4576579" | "4789928" | "4903201" | "5021953" | "5164897" | "5191613" | "5259766" | "5398300" | "5557518" | "5628011" | "5630125").PN. OR ("2001/0032091" | "2002/0010616" | "2002/0026333" | "2002/0029350" | "5862223").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/06/02 07:45

S59	132	("4577065" | "4631428" | "4677434" | "4723283" | "4751669" | "4757525" | "4847890" | "5058152" | "5148474" | "5319542" | "5325424" | "5347632" | "5359508" | "5361295" | "5369694" | "5408655" | "5471382" | "5495522" | "5497502" | "5517405" | "5537314" | "5539735" | "5555298" | "5557677" | "5590197" | "5602905" | "5608786" | "5619148" | "5619570" | "5619725" | "5619991" | "5634012" | "5638432" | "5675734" | "5694549" | "5704044" | "5710887" | "5712979" | "5715314" | "5717860" | "5718247" | "5721763" | "5722418" | "5724424" | "5724580" | "5724968" | "5734961" | "5740231" | "5745681" | "5754939" | "5768348" | "5768521" | "5778367" | "5794221" | "5809119" | "5809145" | "5812639" | "5812769" | "5818836" | "5819092" | "5819267" | "5819271" | "5819285" | "5825869" | "5825876" | "5832523" | "5835896" | "5842212" | "5850433" | "5860068" | "5862223" | "5864871" | "5870744" | "5878130" | "5884032" | "5884272" | "5884282" | "5890138" | "5893077" | "5907077" | "5907677" | "5911132" | "5914951" | "5924082" | "5940471" | "5974141" | "5982863" | "5987430" | "5991394" | "5999609" | "6011794" | "6014644" | "6026087" | "6026148" | "6026400" | "6029141" | "6035021" | "6046762" | "6055513" | "6058379" | "6064978" | "6130933" | "6175619" | "6185194" | "6188673" | "6192050" | "6223165" | "6230287" | "6259774" | "6523010" | "6546372" | "6549889").PN. OR ("6026148" | "6223165" | "6256613" | "6523010" | "6546372" | "6549889" | "6801899").URPN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/06/02 07:58
S60	125	(online internet web) same (legal near2 (services advice))	US-PGPUB; USPAT; USOCR	OR	ON	2005/06/02 08:08
S61	112	(online internet web) same ((human adj resource) near2 (services advice manage$5))	US-PGPUB; USPAT; USOCR	OR	ON	2005/06/02 08:09
S62	0	("2002/0128891").URPN.	USPAT	OR	ON	2005/06/02 08:11

S63	0	("2005/0033602").URPN.	USPAT	OR	ON	2005/06/02 08:16
S64	16	("6223165").URPN.	USPAT	OR	ON	2005/06/02 12:19
S65	56	("4751669" | "5058152" | "5148474" | "5319542" | "5325424" | "5347632" | "5359508" | "5537314" | "5539735" | "5555298" | "5590197" | "5602905" | "5619991" | "5634012" | "5638432" | "5694549" | "5710887" | "5712979" | "5715314" | "5717860" | "5718247" | "5721763" | "5722418" | "5724424" | "5740231" | "5745681" | "5768521" | "5778367" | "5794221" | "5809119" | "5812769" | "5819092" | "5819267" | "5819271" | "5819285" | "5825869" | "5825876" | "5850433" | "5862223" | "5864871" | "5870744" | "5884032" | "5884272" | "5884282" | "5893077" | "5907077" | "5907677" | "5911132" | "5914951" | "5940471" | "5982863" | "5991394" | "6026148" | "6029141" | "6046762" | "6064978").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2005/06/02 13:52
S66	22	(safeharbor safetech sfaebusiness)	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 13:55
S67	2	"safeharbor.com"	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 13:57
S68	3	("5,877,757" "6,125,395" "5,572,643").pn.	US-PGPUB; USPAT; EPO; JPO	OR	ON	2005/06/02 13:57
S69	0	("2002/0010724" | "2005/0066272").URPN.	USPAT	OR	ON	2005/06/02 13:58
S70	48	support adj service adj provider	USPAT	OR	ON	2005/06/02 13:58

	Document ID	Title	Current OR
1	US 5471382 A	Medical network management system and process	600/300
2	US 5584025 A	Apparatus and method for interactive communication for tracking and viewing data	707/104.1
3	US 5675637 A	Method for automatically obtaining and presenting data from multiple data sources	379/142.17
4	US 5764923 A	Medical network management system and process	705/3
5	US 5884032 A	System for coordinating communications via customer contact channel changing system using call centre for setting up the call between customer and an available help agent	709/204
6	US 5901214 A	One number intelligent call processing system	379/211.02
7	US 5907831 A	Computer apparatus and methods supporting different categories of users	705/14
8	US 5954798 A	Mechanism for dependably managing web synchronization and tracking operations among multiple browsers	709/224
9	US 6064986 A	Computer assisted and/or implemented process and architecture for customer account creation, maintenance and administration for an investment and/or retirement program	705/36
10	US 6098061 A	Computer system for interactive help using human-understandable knowledge and computer-understandable knowledge	706/50
11	US 6236977 B1	Computer implemented marketing system	705/10
12	US 6272467 B1	System for data collection and matching compatible profiles	705/1
13	US 6289378 B1	Web browser remote computer management system	709/223

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1	Tallman; Joseph P. et al.
2	Keithley; Ronald D. et al.
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5	Bateman; Thomas Howard et al.
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10	Gotoh; Kazuyuki et al.
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12	Durand; Pierre E. et al.
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	Document ID	Title	Current OR
14	US 6457005 B1	Method and system for referral management	707/5
15	US 20020038233 A1	System and method for matching professional service providers with consumers	705/8
16	US 20020128891 A1	Method and apparatus for managing workplace services and products	705/8
17	US 4987587 A	Method and apparatus for providing 800 number service	379/93.14
18	US 5181239 A	Call tagging user information in a telephonic environment	379/93.25
19	US 5247569 A	System and method for controlling outbound and inbound calls in a telephone communication system	379/266.08
20	US 5301314 A	Computer-aided customer support system with bubble-up	707/101
21	US 5355406 A	Integrated application controlled call processing and messaging system	379/88.27
22	US 5355445 A	Knowledge base management system for an information reasoning apparatus	706/50
23	US 5402474 A	System, data processing method and program to provide a programmable interface between a workstation and an archive server to automatically store telephone transaction information	379/93.12
24	US 5444823 A	Intelligent search engine for associated on-line documentation having questionless case-based knowledge base	706/54
25	US 5479487 A	Calling center employing unified control system	379/88.22
26	US 5481647 A	User adaptable expert system	706/11

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14	Torrey; David R.
15	Shubov, Dmitry et al.
16	McSherry, James
17	Jolissaint; Charles H.
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19	Cave; Ellis K.
20	Gifford; Rick L. et al.
21	Chencinski; Arnold et al.
22	Shibao; Kouichi et al.
23	Miller; Steven K. et al.
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25	Hammond; Daniel D.
26	Brody; Bill E. et al.

	Document ID	Title	Current OR
27	US 5499291 A	Arrangement for automating call-center agent-schedule-notification and schedule-adherence functions	379/265.06
28	US 5581664 A	Case-based reasoning system	706/46
29	US 5619991 A	Delivery of medical services using electronic data communications	600/300
30	US 5625682 A	Help desk improvement	379/207.16
31	US 5652791 A	System and method for simulating operation of an automatic call distributor	379/265.03
32	US 5655116 A	Apparatus and methods for retrieving information	707/1
33	US 5701399 A	Integration of case-based search engine into help database	706/11
34	US 5737726 A	Customer contact mangement system	705/7
35	US 5761673 A	Method and apparatus for generating dynamic web pages by invoking a predefined procedural package stored in a database	719/311
36	US 5778367 A	Automated on-line information service and directory, particularly for the world wide web	707/10
37	US 5862223 A	Method and apparatus for a cryptographically-assisted commercial network system designed to facilitate and support expert-based commerce	705/50
38	US 5887170 A	System for classifying and sending selective requests to different participants of a collaborative application thereby allowing concurrent execution of collaborative and non-collaborative applications	709/204

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27	Kepley; Garry D.
28	Allen; Bradley P. et al.
29	Sloane; Neil J. A.
30	Gray; Thomas A. et al.
31	Sunderman; Kurt E. et al.
32	Kirk; Thomas et al.
33	Lee; S. Daniel et al.
34	Cameron; Paul Scott et al.
35	Bookman; Matthew et al.
36	Wesinger, Jr.; Ralph E. et al.
37	Walker; Jay S. et al.
38	Ansberry; Catherine Malia et al.

	Document ID	Title	Current OR
39	US 5892909 A	Intranet-based system with methods for co-active delivery of information to multiple users	709/201
40	US 5909679 A	Knowledge-based moderator for electronic mail help lists	707/4
41	US 5924072 A	Knowledge management system and method	705/1
42	US 5930764 A	Sales and marketing support system using a customer information database	705/10
43	US 5946386 A	Call management system with call control from user workstation computers	379/265.09
44	US 6012050 A	Multi-transaction service system	705/42
45	US 6014647 A	Customer interaction tracking	705/39
46	US 6014658 A	Using a database for managing solutions to problems	707/2
47	US 6026148 A	System and method for delivering expert information by computer	379/88.18
48	US 6061681 A	On-line dating service for locating and matching people based on user-selected search criteria	707/5
49	US 6067525 A	Integrated computerized sales force automation system	705/10
50	US 6070143 A	System and method for analyzing work requirements and linking human resource products to jobs	705/8
51	US 6075851 A	Organization chart based call information routing	379/199
52	US 6100891 A	Call center agent interface and development tool	345/854

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39	Grasso; Charles A. et al.
40	Hall; Robert J.
41	Havens; Charnell T.
42	Melchione; Anthony R. et al.
43	Rogers; Paul C. et al.
44	Eaton; Morag M. et al.
45	Nizzari; Marcia M. et al.
46	Pretz; Jeffrey L.
47	Dworkin; Ross E. et al.
48	Collins; Gregg E.
49	Johnson; Jerome Dale et al.
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51	Pinard; Deborah L. et al.
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	Document ID	Title	Current OR
53	US 6115709 A	Method and system for constructing a knowledge profile of a user having unrestricted and restricted access portions according to respective levels of confidence of content of the portions	707/9
54	US 6169534 B1	Graphical user interface for customer information management	345/581
55	US 6223165 B1	Method and apparatus to connect consumer to expert	705/8
56	US 6230287 B1	Web based help desk	714/31
57	US 6256613 B1	Medical consultation management system	705/2
58	US 6327570 B1	Personal business service system and method	705/7
59	US 6366925 B1	Network based legal services system	705/6
60	US 6470338 B1	Computerized system and method for assisting potential clients to identify and appropriate provider for professional services	707/6
61	US 6505166 B1	System and method for providing expert referral over a network	705/8
62	US 6507821 B1	System and method for providing information technology IT expert referral over a network	705/8
63	US 6513013 B1	System and method for providing expert referral over a network with real time interaction with customers	705/9
64	US 6523010 B2	Assistance method and apparatus	705/8
65	US 6546372 B2	Assistance method and apparatus	705/8
66	US 6549889 B2	Assistance method and apparatus	705/8
67	US 6801899 B2	Assistance method and apparatus	705/8
68	US 2001032091 A1	Method and apparatus for providing intranet/web based programs	705/1

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53	Gilmour; David L. et al.
54	Raffel; Keith et al.
55	Lauffer; Randall B.
56	Pinard; Debbie et al.
57	Falchuk; Kenneth H. et al.
58	Stevens; Dian
59	Meltzer; Robert C. et al.
60	Rizzo; David et al.
61	Stephanou; Dimitri
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63	Stephanou; Dimitri
64	Lauffer; Randall B.
65	Lauffer; Randall B.
66	Lauffer; Randall B.
67	Lauffer; Randall B.
68	Schultz, Michael A. et al.

	Document ID	Title	Current OR
69	US 20020010616 A1	System and method for dissemination of counseling and advice in a distributed networking environment	705/9
70	US 20020010724 A1	Method and system for customer support	715/530
71	US 20020022982 A1	Method and system for remotely managing business and employee administration functions	705/7
72	US 20020026333 A1	System and process of health care, and storage medium where a health care program is stored	705/3
73	US 20020029350 A1	Web based human services conferencing network	713/200
74	US 20020111856 A1	Methods, apparatus and articles-of-manufacture for secondary referral tracking on a public-access computer network	705/14
75	US 20020120477 A1	System and method for supporting legally-compliant automated regulated services and/or products in connection with multi-jurisdictional transactions	705/4
76	US 20030046169 A1	Procurement and management of professional services	705/26
77	US 20030055691 A1	Website and system for delivering human resources information and services	705/7
78	US 20030236679 A1	On-line dispute resolution for e-commerce disputes	705/1
79	US 20040019579 A1	Professional referral network	707/1
80	US 20050033602 A1	Business-to-employee web services	705/1
81	US 20050066272 A1	Method and system for customer support	715/513

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69	Itzhaki, Dani
70	Sterling, Brian L. et al.
71	Cooperstone, Elliot et al.
72	Endou, Makoto
73	Cooper, Robin Ross et al.
74	Messer, Stephen D. et al.
75	Jinnett, Robert Jefferson
76	Fraser, Richard et al.
77	Cooper, David et al.
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79	Herz, Frederick S. M. et al.
80	Cirinna, Mark et al.
81	Sterling, Brian L. et al.